

Make It Easier To Do Business/Customer Focus Subcommittee

Public Session

Monday, October 21, 2013

Rhode Island Economic Development Corporation

315 Iron Horse Way, Providence, RI

The following were in attendance:

Appointees/Delegates

Karl Wadensten (Chair)

Marcel Valois

George Nee

Tim Hebert

Roland Fiore

RIEDC Staff

John Pagliarini

Christopher Cannata

Lori Bassett

Mr. Wadensten called the meeting to order at 9:03AM. The minutes from the 9/23/13 meeting were approved.

Mr. Hebert presented his recommendations for the new Client Relationship Management System. The choices had been narrowed down to Blaine Canada and Salesforce.com

Mr. Hebert and Mr. Cannata dismissed Blaine Canada for the following reasons:

- The company is very small
- The infrastructure is very dated

Salesforce.com had the following in their favor:

- The software package is a world class solution
- Cloud based solution – highly reliable
- Highly extensible – fields can be easily added
- Support is 24/7 and there are thousands of companies that support this system

There will be two components to this solution: Salesforce.com and Buan Consulting. Salesforce.com will be contracted on a one or three year term and there will be a monthly fee. Buan will have a one-time fee and it will be paid up front. The Salesforce.com system would have 25 licenses. Buan would provide staff and administrator training.

There is an add-on product called Data.com. It acts as a data prospector and a cleaner. The fee for this is determined by the number of users.

Lead time for implementation of this system would be 4-8 weeks.

Mr. Cannata noted that this does not prevent us from taking advantage of Blain Canada later on if we choose to do so.

Mr. Wadensten asked about the expenses involved in this project; that is still being finalized. Worst case scenario for year one is not to exceed \$85K. Mr. Valois said that \$75K has been allocated from the Operational Budget. The cost for following years is estimated at \$45K/year.

Mr. Valois would like the system to be up and running with staff trained by January 1, 2014.

A motion was made, and seconded, to put this on the agenda for the next board meeting.

The meeting adjourned at 9:41AM.